LUB COMMUNITY ASSOCIATION, INC. • THE VILLAGE AT ANTHE





November 5, 2010

Arizona Corporation Commission

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AZ CORP COMMISSION DOCKET CONTROL

Arizona Corporation Commission Commissioners Wing 1200 West Washington Phoenix, AZ 85007-2996

Re: Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343

Dear Commissioners,

The Anthem Community Council has collected numerous postcards from residents with comments and concerns regarding the upcoming decision on Arizona American Water's potential rate increase. As of today, more than 500 residents have taken the time to share their story on how their family will be impacted if this rate increase goes through. On behalf of Anthem residents, the Anthem Community Council would like the enclosed information from the postcards docketed with the Arizona Corporation. Commission as well as sent to all Commissioners deciding this case so they're aware of where Anthem stands on this important issue and what impact an increase of this magnitude will have on the community and the people who have chosen to live here.

As additional postcards are collected, they will be docketed with the Arizona Corporation Commission and sent to all Commissioners to continue to inform them on why Anthem residents are opposed to this significant water rate increase.

If you have any questions or comments in the meantime, please do not hesitate to contact Jenna Kollings, Community Executive Officer, at (623) 742-6050.

Sincerely,

Jack Noblitt, President

on behalf of the Board of Directors

Anthem Community Council, Inc.

Customer Comments can be reviewed in EDocket under the above docket numbers.

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The Anthem Community Council is strongly opposed to these increases! could potentially double your water/sewer bill as well as possibly increase HOA and Council dues assessments. Arizona American Water has requested a significant increase in the rates currently paid by Anthem residents that

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DAVID A. STRONGIN 40106 NORTH CANDLEWYCK LANE ANTHEM, AZ 85086

October 25th 2110

Dear Public Servants and fellow citizens,

My opinion, solicited, by my fellow Anthem residents on the matter of water rates is as follows:

Conclusion:

Either the Buyer of the water company from the developer failed to exercise due diligence in the formulation of their offer to purchase [for more than it was worth], that is they failed utterly to recognize the facts that dictated prudence, or to weigh them, or even to care in light of some plan for the water company's quick sale to another party. Anthem citizens were not informed before the fact.

Or

Agents for the Seller and Agents for the Buyer colluded to make an attractive sale price from Seller to Buyer with an intent to have the obvious shortfall that clearly exposed itself to due diligence inquiry, to be passed on to the new owners of the Anthem community and with the eventual ascent of government agencies.

Surely, a rational mind among the many Anthem home owners would have quite likely pointed this out to the developer and the buyer on the water company had they been asked. It was not then a legal necessity to consult with homeowners, so they didn't. It was a sloppy deal or a shady one, and the homeowner should not be forced to pay for either.

Sincerely,

David A. Strongir

Deborah A. Manley

From:

"Kennedy-Web" <kennedy-Web@azcc.gov>

To:

"Deborah A. Manley" <lawren@localnet.com> Wednesday, October 06, 2010 11:13 AM

Sent: Subject:

RE: From Homeowner - Manley's - Anthem Water Case Docket SW-01303A-09-0343 and W-01303A-

09-0343

Thank you for contacting our office. As you know state law prohibits Commissioners from commenting during an open case outside the hearing process. Commissioner Kennedy appreciates you taking the time to express your views on the case. She values your input and will use them along with all the evidence presented in the case when deciding the issue. The information you have provided will be helpful.

From: Deborah A. Manley [mailto:lawren@localnet.com]

Sent: Tuesday, October 05, 2010 9:27 PM

To: Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web; RUCO Residential Utility

Consumer Office

Cc: Lindsay Singer; Utilities Div - Mailbox

Subject: From Homeowner - Manley's - Anthem Water Case Docket SW-01303A-09-0343 and W-

01303A-09-0343

TO: Corporation Commission

SUBJECT: Arizona American Water Second Massive, Unethical, Unreasonable Rate Increase For Anthem, AZ

First of all, Kristin Mayes . . . Thank you for your support!

This letter isn't just about the enormous amount of money that these continuous rate increases are costing Anthem residents, businesses, schools, etc. This will have a double negative on the whole Anthem Community in the form of reduced home values (already in the tank), home sales, business sales, foreclosures, reduced standard of living and disposable money for local spending. If you support the 70% rate increase, you will cause unnecessary financial hardship in addition to pulling more than \$10.5 million out of the local economy. We are already hearing this increase is still not enough revenue for Arizona American Water; they are already positioning for another increase. Their profit revenue appetite is insatiable.

- 1) AZ American Water supposedly has a payment schedule to pay back Del Webb/Pulte, but we hear even after the payoff of this system, our rates will not drop back. This is absurd. What is the date of the payoff, and when will rates drop by the 1/3 portion of the rate increase(s) we keep hearing is supporting the payoff?
- 2) Myth of the 5/8-inch, ¾-inch and 1-inch water valves For all the Country Club homes (as well as some in Parkside homes, **by choice**), regardless of the size of home (sizes vary greatly between approx. 1,000 to 5,000 square feet), Del Webb/Pulte put in 1-inch valves/meters to support the fire suppression sprinkling systems. We have a 1,742 sq. ft. home. The valve is static and doesn't use any more water than the smaller valves unless it set off by a fire. Currently we are charged approximately \$25/month, and apparently this is also increasing to \$45/month with no payoff of the valve. Even the hated phone company (Ma Bell) gave you the option to continue renting the phone and never owning

it, or you could pay it off. Where is our option?

- 3) We thought the job of the Corporation Commission is about balancing the interest of the company and it's clients. Since there is no competition and the clients are held ho stage, the Commission should be about fairness, justice, and doing the ethically right thing.
- 4) When the **previous** Commission allowed Del Webb/Pulte to sell Citizens Water to AZ American Water, why wasn't AZ American Water required to take out a 30/40-year bond instead of a balloon payment, when there was a "lien" to be satisfied. No matter how you cut it, this was "LIEN against everyone's property". That Commission supported the "lie" of non-disclosure. This burden never should have been allowed to fall on the customers when the hornebuyers purchased in good faith a home with paid-for utilities' infrastructure. Where we came from, Michigan, you can't sell your home until all liens are satisfied. Shame on Arizona. Are we in for other surprises down the road? You will see from attachments when we purchased our home, the method of operation was similar to start all our utility services.

We bought our home in late 1999. We have all of our original paperwork. Attached are the pages referring to our utilities. Water meter was \$16.00 with water consumption \$2.00 per 1,000 gallons, and sewage was base rate \$16.00 per home with another \$2.00 per 1,000 gallons. The proposed rate will take us to \$198.00 plus per month with another increase to come. Where is the "fairness"?

It's now or never for the current Corporation Commission to rectify the travesty of the previous Commission.

The Anthem Community is relying on the current Commission to "right this injustice" and "protect" them from a predatory company's unethical method of handling business.

Thank you for your time.	Larry and Debbie Manley	
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STATE OF ARIZONA DEPARTMENT OF REAL ESTATE

SUBDIVISION PUBLIC REPORT

FOR

John Job

ANTHEM COUNTRY CLUB UNIT 11

aka: Pasatiempo

Registration No. DM99-032038

SUBDIVIDER

Anthem Arizona L.L.C. dba: Anthem Country Club 3701 West Anthem Way Anthem, Arizona 85086 Phone: (623) 742-6000 Fax: (623) 742-6053

October 14, 1999

Effective Date

First Amendment January 21, 2000

DISCLAIMER

This report is NOT A RECOMMENDATION NOR AN ENDORSEMENT by the State of Arizona of this land. The application and public report have not been subjected to a detailed examination by the Department. The report was prepared by the subdivider and none of the information in this report has been verified by the Department; certain information has been accepted by the Department; all the information has been accepted by the Department as true and accurate based on attestation of the subdivider or the subdivider's agents. The purchaser should verify all facts before signing any documents. The Department assumes no responsibility for the quality or quantity of any improvement in this development.

PHOENIX OFFICE: 2910 N. 44th Street First Floor Phoenix, Arizona 85018 (602) 468-1414 ext. 400 TUCSON OFFICE: 400 West Congress Suite 523 Tucson, Arizona 85701 (520) 628-6940

THE ARIZONA DEPARTMENT OF REAL ESTATE

REQUIRES THAT:

- 1. You BE GIVEN this public report;
- 2. YOU SIGN A RECEIPT indicating that you received this report;

RECOMMENDS:

- 1. You DO NOT SIGN ANY AGREEMENT before you have read this report;
- 2. You see the EXACT PROPERTY you are interested in BEFORE SIGNING any document for lease or purchase.

ARIZONA LAW STATES:

- 1. THE SALE OR LEASE OF SUBDIVIDED LANDS PRIOR TO ISSUANCE OF THIS REPORT OR FAILURE TO DELIVER THIS REPORT TO YOU SHALL RENDER THE SALE OR LEASE RESCINDABLE BY YOU. ACTION TO RESCIND MUST BE BROUGHT WITHIN 3 YEARS FROM DATE OF EXECUTION OF PURCHASE AGREEMENT.
- 2. CONTRACTS OR AGREEMENTS FOR THE PURCHASE OF AN UNIMPROVED LOT (WITHOUT A BUILDING)* MAY BE RESCINDED BY YOU WITHOUT CAUSE BY SENDING OR DELIVERING WRITTEN NOTICE OF RESCISSION BY MIDNIGHT OF THE SEVENTH CALENDAR DAY FOLLOWING THE SIGNING.
- 3. IF YOU HAVE SIGNED A PURCHASE AGREEMENT FOR THE PURCHASE OF AN UNIMPROVED LOT (WITHOUT A BUILDING)* PRIOR TO INSPECTING THE LOT, YOU HAVE SIX MONTHS TO INSPECT AND UPON INSPECTION MAY RESCIND THE PURCHASE AGREEMENT.
 - *A contract or agreement for purchase of a lot which includes a building or obligates the seller to complete construction of a building within two years from the contract date does not constitute the purchase of an unimproved lot. Therefore, if your purchase includes a lot and a building or a building to be built, you are not entitled to the rescission rights described in paragraphs 2 and 3.

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hayrides, conventions/group parties, and lodging. The Larkyn Memorial Arena for equestrian users is a part of the New River Community Park and ball fields. A Senior Center is located in New River. Shangri La II is a clothing-optional resort in New River. Cave Creek Recreational Area offers hiking and other activities. Lake Pleasant Regional Park offers boating, water skiing, jet skiing, fishing, hiking, picnicking, and camping. Turf Soaring School offers glider plane rides and instruction. Various local facilities in the greater Phoenix area offer/arrange additional recreational activities available to the public (such as desert jeep tours, helicopter rides, horseback riding, balloon tours, rafting, sporting events, concerts and festivals).

Therefore, Developer encourages all prospective buyers to personally acquaint thernselves with Anthem's surrounding areas. By offering this information, Developer is not providing recommendations of such facilities.

UTILITIES

Utilities are the Purchaser's responsibility after the Close of Escrow. The Developer cannot guarantee that residential mail delivery, telephone service, or cable television service will be available to your Home as of Close of Escrow or at time of occupancy. Delays in service or delivery caused by such providers are not within the Developer's control.

The following utilities are available to Homeowners in Pasatiempo:

Electricity: Arizona Public Service located at 1709 West Bell Road, Phoenix, Arizona 85023, (602) 371-7171 provides electrical service. Presently, the service establishment fee is \$25.00 plus tax on all new accounts. A refundable deposit may be required depending on the current credit history of the applicant. The current deposit is \$200.00 or twice the average monthly billing, whichever is less. The fees are in the control of the service provider and are subject to change. Developer will complete the facilities to the Lot lines on or before April 30, 2000.

Arizona Public Service owns and maintains the electrical boxes used to monitor power usage. Location of the electrical boxes is at the sole discretion of the Arizona Public Service and Developer has no control as to placement of electrical boxes. The configuration and location of power lines adjacent to Anthem are not within the Developer's control.

Street Lights: Street light facilities are available to Pasatiempo. Developer will complete the street light facilities on or before April 30, 2000. Maintenance of the street lights are included in The Club Association (as hereafter defined) assessments.

Telephone: US West Communications is located at P.O. Box 2320, Phoenix, Arizona 85002, (800) 244-1111. Presently, the hook-up fee is \$46.50 - \$66.50. A deposit, if required, is currently \$100.00. A one-time zone-connect fee is \$53.30. Currently, the basic service rate is \$16.73 per month. It is possible that a Lot Purchaser may not have telephone service at time of Closing or occupancy. Lot Purchaser is advised to contact their service provider to determine the status of telephone service. Developer will complete the facilities to the Lot lines on or before April 30, 2000.

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Natural Gas: Southwest Gas Company is located at 10851 North Black Canyon Highway, Phoenix, Arizona, 85029, (602) 861-1999. Currently, a Service Establishment Fee of \$30.00 plus tax will be billed on the first month's billing with payment due within 20 days. A minimum deposit of \$65.00 or two (2) times the average bill (average taken from past 12 months) may be required depending on established credit history or prior customer relationship. The monthly minimum is \$7.00 plus \$.79 per Therm at the time of this Statement. Developer will complete the facilities to the Lot lines on or before April 30, 2000.

Water: Citizens Water Resources will provide the water supply. To establish an account, Purchaser must contact Citizens Water Resources located at 15626 Del Webb Boulevard, Sun City, Arizona 85351, (623) 876-4020. Presently, a service establishment fee for water and sewer facilities of \$60.00 plus tax is required. A deposit or prepayment may be required. Currently, monthly base fees are \$16.00 a month for residential water meters. Presently, water consumption is charged at \$2.00 per thousand gallons of metered water. Developer will complete the facilities to the Lot lines on or before April 30, 2000.

Sewage Disposal: Citizens Water Resources will provide sewage disposal. To establish an account, Purchaser must contact Citizens Water Resources located at 15626 Del Webb Boulevard, Sun City, Arizona 85351, (623) 876-4020. The minimum monthly base rate is currently \$16.00 per Home. In addition to the minimum monthly base rate is a usage charge of \$2.00 per 1,000 gallons. No deposit is required, as it is included in the water establishment fee. Developer will complete the facilities to the Lot lines on or before April 30, 2000.

THE ABOVE COSTS ARE SUBJECT TO CHANGE BY SERVICE PROVIDERS, SUBJECT TO CERTAIN REGULATOR APPROVALS, WHICH VARY BY THE PROVIDER. YOU SHOULD CONTACT THE ABOVE PROVIDERS REGARDING EXTENSION RULES AND REGULATIONS, SERVICE CONNECTIONS AND COSTS INVOLVED. ADDITIONALLY, IN A DEREGULATED UTILITY ENVIRONMENT, OTHER UTILITY SERVICE PROVIDERS MAY BE AVAILABLE TO PURCHASER.

STREETS, ROADS AND DRAINAGE

Access to Anthem: Developer has completed the asphalt paved public street (Anthem Way to Anthem Club Drive) to at least the minimum standards of Maricopa County. Streets will be maintained by Maricopa County. The costs for street maintenance for public streets are included in the real property tax assessment.

Access to the Subdivision, within The Club Community: Streets within Pasatiempo include Murfield Drive, Triangle Ridge Court, Mill Creek Way, Chase Oaks Way and Turtle Hill Drive. After July 6, 2000, Anthem Country Club Unit 11, aka: Pasatiempo will be primarily accessed through The Club Community at the guard house and gated entry on Anthem Club Drive ("Club Entry"), by taking Anthem Club Drive to Murfield Drive or Turtle Hill Drive, which are entrances into Pasatiempo. During the period May 19, 2000 until July 6, 2000, only the secondary access will be available by taking Anthem Way to the far east and heading north onto Anthem Club Drive. Developer makes no assertion as to expansion, closures or future development of Anthem Club Drive. On or before July 6, 2000, the secondary access to the Club Community will consist of an electronic card-reader (or similar) system. However, during the

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The Anthem Community Council is strongly opposed to these increases!

magnitude will have on the community.

to - and docketed - with the Arizona Corporation Commission. This is the best way to let the Commissioners

Please drop-off the completed postcard at the Anthem Community Council/HOA office located at

First Initial, Last Name: T ScHAPENOONK Number of Family Members in Household: Z

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4 GREAT EFFECT

How will the pending water rate increase affect you, your family, and/or your business?

Other

Business Owner

X Homeowner

3701 W Anthem Way, Suite 102, or at the Anthem Community Center.

deciding this case know where Anthem stands on this important issue and what impact an increase of this

We hope you will help support our efforts by making sure your voices are heard by the Arizona Corporation Commission, the governing body that will vote on Arizona American Water's request. The postcards will be sent